universität innsbruck

Get Started Guide

for Participants

Master's Programme Peace and Conflict Studies 2026/2027

Updated in February 2026.

WISEflow

EQUIS ACCREDITED   AACSB ACCREDITED   AMBA ASSOCIATION OF MBAs ACCREDITED

Table of Contents

Technical requirements

In this section, we will inform you about the technical requirements that need to be fulfilled to take the mock exams and entrance exam for the Master's Programme Peace and Conflict Studies in WISEflow.

Nevertheless, detailed and always up-to-date information on the technical requirements can also be found here.

1. System requirements

Microsoft Windows

Operating System
Windows 10 or a more recent version of Windows (Note: Windows 10S/11S Mode and SE are not compatible operating systems)
Memory
2 GB RAM (A minimum 4gb of available RAM is necessary when using Lockdown Browser to take an exam that also uses a webcam.)
Hard Disk Space
200 MB of free hard disk space

Apple MacOS

Operating System
Mac OS/X 11.0 or a more recent version (Guide to upgrading your Mac)
Memory
2 GB RAM (A minimum 4gb of available RAM is necessary when using Lockdown Browser to take an exam that also uses a webcam.)
Hard Disk Space
200 MB of free hard disk space

> **INFORMATION:** The Lockdown Browser is **not** compatible with Linux, Windows 10S/11S Mode and SE. **Do not use iPads, tablets, or smartphones,** as using these devices during the exam is forbidden!

2. Browser requirements

Lockdown Browser is a client application that is installed on a local computer. Both the Windows edition and the Mac edition of the browser are based on Chromium, Google's open-source framework. Students do not need Google's Chrome browser installed; nor will this version affect a Chrome browser that is already installed. If you are using a Chromebook, please read the following information regarding the Lockdown Browser.

3. Additional technical requirements

Additionally, you will need:
- An integrated or external **webcam**. The camera has to be turned on during the entire exam time. If it turns off or you turn it off, you run the risk of being excluded from the selection procedure.
- A **stable internet connection**: *You are responsible for ensuring that you have a stable internet connection for the entire duration of the exam!* A stable internet connection is absolutely essential in order to be able to complete the exam online during the entire exam period. This is a prerequisite for the exam to be graded.
- The **Lockdown Browser**: you will need to download the Lockdown browser before starting the mock exam. Please find more information in the 'Installing and testing the Lockdown Browser' section.

> **INFORMATION: Headsets, headphones and earbuds are not permitted. Touch screen functions** are also **not permitted.**

> **To install the program, you need administrator access to your device.**

Your WISEflow account

In this section, we will inform you on how to set up your WISEflow account and install the Lockdown Browser.

4. Activating your WISEflow account

You will receive an email from WISEflow (noreply@wiseflow.net) titled 'Activation of user'. Please do not send any answers or emails to this email address.
Inside this email you need to click on the link titled 'Click here to activate your user'.
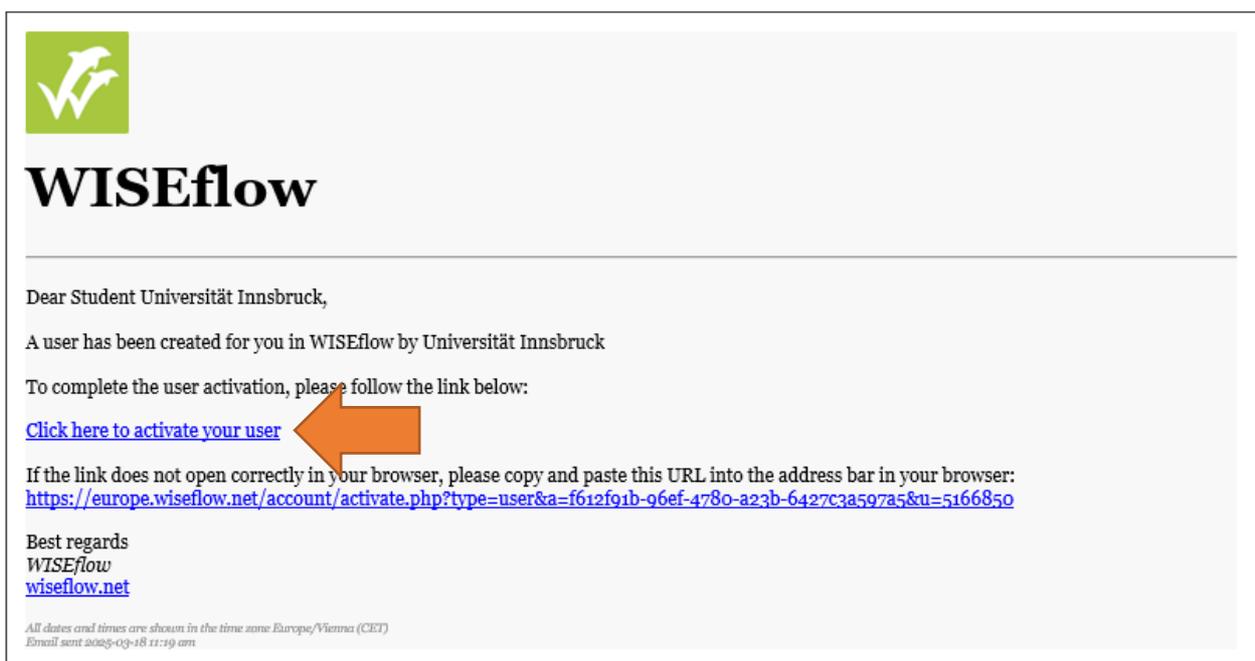
You will then be taken to a webpage where you need to enter and then re-enter a password that you will use to log into the WISEflow system. It is important that you make a note of this password as you will need it whenever you log into the WISEflow system.

Once you have entered your password twice, you then need to click on the '*Continue*' button at the bottom of the screen.

From this point on, whenever you log into the WISEflow system, you will use your email address as your username and the password that you entered during the activation process. The direct address to access the Universität Innsbruck WISEflow system is: http://at.wiseflow.net/uibk.

Please use the link above whenever you need to log into the system.

After clicking on the 'Continue' button you will be taken to a page that details the 'Privacy and cookie policy' for the WISEflow system. Once you click on the 'Accept necessary cookies only' button, you will be logged on to WISEflow.

5. Language and profile settings

Next to your name in the top right corner, you can see which language your profile is using. By clicking on the flag, you will get a list of all available languages to choose from. **Please do not use any online translation tools, just choose one of the available language settings.**

You can also change your password at any time by accessing your profile (click on your name in the top right and select '*Edit profile'*) and selecting the '*Password*' sub tab.

6. Installing and testing the Lockdown Browser

The entrance exam that you will be taking requires the use of WISEflow's Lockdown Browser. This is a small application that needs to be installed on the computer or laptop that you will be using to complete your exam.

To download and test the Lockdown Browser:

Log into the WISEflow system, then click on your name in the top right corner and then select '*Edit profile'* from the menu that appears.

1. On the 'Profile Settings' page, click on the '*System'* sub tab.
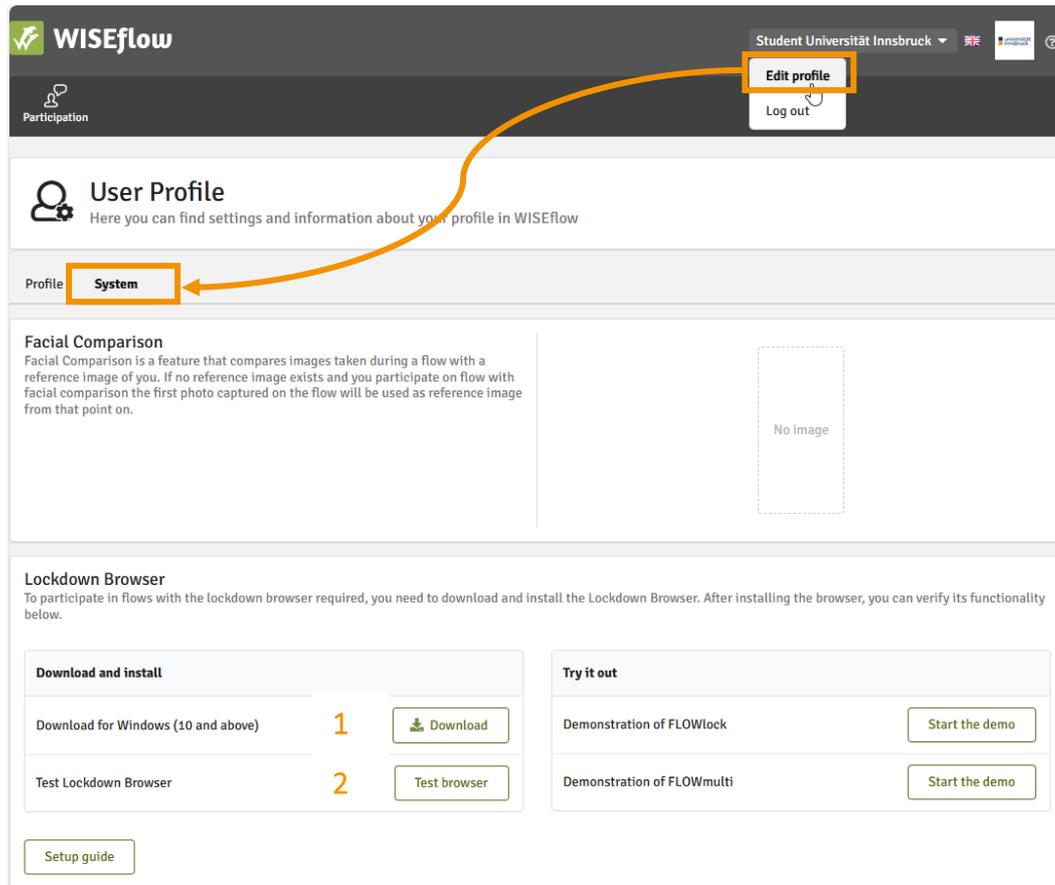
2. Under '*Lockdown Browser*', click on the '*Download*' button (*see image above*) to install the Lockdown Browser application (the software is available for both PC and Mac computers).

3. Once the Lockdown Browser is installed on your computer, you then need to verify that it is working correctly. To do this, click on the '*Test browser*' button. Please note: This will initiate the Lockdown Browser and you will be asked to close any applications/processes that you have running on your computer. You may be asked by the Lockdown Browser to confirm that you would like to close each open application.

4. Lockdown Browser is a client application that is installed on a local computer. Both the Windows edition and the Mac edition of the browser are based on Chromium, Google's open-source framework. Students do not need Google's Chrome browser installed; nor will this version affect a Chrome browser that is already installed.

5. Note: The Lockdown Browser is not compatible with Linux, Windows 10S/11S Mode or SE.

Once you have completed the test of the Lockdown Browser you can then close it.

The Lockdown Browser will be used for your mock exams and entrance exam, so it is important that you have downloaded and tested the application well in advance of the date of the exams.

If you experience any troubles with the Lockdown Browser, please find possible solutions here.

7. Facial comparison

Facial comparison software identifies key features on a person's face and uses them to identify and differentiate between people. WISEflow uses a facial comparison tool to identify if the participants taking an exam really are who they say they are.

WISEflow's facial comparison feature monitors you through randomly taken snapshots of webcam recordings that will analyze your identity throughout the exam. The snapshots will be taken regularly at random intervals during the completion of your assessment. The actual snapshot and matching process will be hidden from you but will result in a match score visible to our proctors.

Facial comparison during the mock exam 2 and the entrance exam

Less than an hour before the beginning of the exam, the button titled 'Start participation' will be accessible on the flow page in WISEflow. Please note that an exam is called "flow" and the so called "flow page" is the overview showing all exams you are registered for.
When you click the button, the Lockdown Browser will launch.

When the Lockdown Browser is launched, you will then be asked to capture an image of yourself including an official ID using your webcam. You need to click on the 'Take Image' button to capture an image. If you have more than one camera, it is possible to select the camera that you would like to use from the drop-down menu. Whenever you start a flow for the first time, you are required to take a photo including your official photo ID to confirm your identity.

Important information on taking photos in WISEflow for facial recognition:
Hold up your official photo ID next to your face when taking the photo. Your face needs to be bigger on the screen than the photo on your photo ID, but it is important that the information on your photo ID is clearly legible.
The following information has to be clearly legible on **one page** of your official photo ID:
- Your photo
- First name and surname
- Gender
- Birth date

We strongly recommend using your **passport** as the official photo ID because all the information required is available on one page.

You can decide to '*Approve*' the captured image or retake a new one. Once you have approved the image that you have captured, this will be uploaded to the system and will be used as the reference image which any further images that the system captures will be compared against. The reference image is also available on the 'Profile Settings' page. ***However, you are also required to take a photo including your photo ID at the beginning of the entrance exam to confirm your identity.*** No other persons should be visible on the photo you save.

Please note: If you are using an external webcam, it must be connected to your computer and active BEFORE you start the Lockdown Browser.

If you experience any troubles with your webcam, please find possible solutions [here](#).

Information on the mock exams and the entrance exam

8. Introduction to mock exam 1 between March 27, 8.00 a.m. (CEST) and March 31, 11.00 p.m. (CEST)

- Mock exam 1 will be accessible in WISEflow from March 27, 8.00 a.m. (CEST) and March 31, 11.00 p.m. (CEST).
- You can access mock exam 1 at any time you choose during the above-named period. You can enter and start mock exam 1 several times, as long as you don't submit your answers finally. No time limit is set for taking mock exam 1. You can take as much time as you need to familiarize yourself with the online exam environment in WISEflow.
- If you leave mock exam 1 without submitting it and would like to finish it later, you will need the following password: **6020**. Once you have submitted mock exam 1, you will no longer be able to access it.

9. Introduction to mock exam 2 on April 9 2026

- Mock Exam 2 will start on April 9 from 8.00 a.m. (CEST) till 3.30 p.m. (CEST).
- <u>We strongly recommend taking mock exam 2 in preparation for the online entrance exam</u>.
- It is essential for the identity check that you take a photo of yourself whilst holding up your official ID card at the beginning of the mock exam.
- The question types are the same as in the online entrance exam (multiple-choice and essay questions).
- Mock exam 2 is a simulation of the entrance exam and therefore, you can only enter and start it once.
- Your exam will be automatically submitted when your participation end time has been reached.

Purpose of the mock exam

- Only at the beginning of mock exam 2, you will be asked to take a photo of yourself for the ID check.
- Testing all the settings of your computer or laptop
- Testing the Lockdown Browser
- Familiarizing yourself with the online entrance exam environment. We strongly recommend testing all functions in WISEflow. Try out the note pad, and sticky notes. Use the pencil and highlight some words. Switch back and forth between the questions. Take your time to make sure you know how to use all the functions in WISEflow. Those functions are visible for you only.

10.Introduction to the entrance exam on April 15, 2026

- The Master's Programme Peace and Conflict Studies online entrance exam will take place on April 15, 2026 via WISEflow. It will start at 2 p.m. and ends at 3.30 p.m..
- The online entrance exam will be held on this date and time only. There will be no alternative dates. If you do not take the entrance exam on April 15, you will automatically be excluded from the selection procedure.

11.Before the (mock) entrance exam begins

To be able to access and complete the (mock) entrance exams, you need to install the Lockdown Browser on your computer. The Lockdown Browser blocks applications and other external aids during the exam.

Follow the steps listed in the *'Installing and testing the Lockdown Browser'* section of this guide to ensure that you have installed and tested the Lockdown Browser.

Please ensure that you have installed and tested the Lockdown Browser and all other necessary settings before the day of the mock exams and the entrance exam so that if you encounter any issues, you will have time to resolve them.

One hour before the beginning of the exam, the *'Start participation'* button (*see image below*) will become active on the flow page. This button allows you to launch the Lockdown Browser. When the Lockdown Browser is launched, you will be taken to a page that shows a countdown to the beginning of the exam. You must launch the Lockdown Browser before the beginning of the exam in order to gain access to the flow.

Exam with the Lockdown Browser

Flow information

Percentage (0.00-100.00)

6/3/2025   1 day, 2 hours   7/3/2025

TODAY   **TOMORROW**

⊘ 10:00   ⊘ 12:00

Manager

These are the managers associated with the flow 👁

Instructions

The assignment on this flow is interactive and is started from the green Start button below.

Assessors

These are the assigned assessors 👁

Lockdown browser guide

This flow can be accessed from 1 hour before the official start time. However, you cannot begin until the official start time.

Your submission is written directly in the embedded editor within WISEflow, which is only accessible for the specified duration of the flow.

The embedded editor can only be used with the lockdown browser. Once initiated, the lockdown browser limits your access to all files, applications and system actions on your computer.

You need to install and test the lockdown browser prior to the official start time of the flow by following the instructions in the link below.

Guide to lockdown browser

Supporting material for all

No supporting material for all

Supporting material for participants

No supporting material

📢 Direct messages ⓪ ⌄

📄 Read the flow descri...

1. Paper   **2. Submit**

🔒 Start participation

The paper is written in the lockdown browser.
Flow start: 00:13:50

📷 This flow requires extra identification through a webcam

🎙 This flow requires your microphone input to be recorded

12. Accessing the (mock) entrance exam

You will be able to see the mock exams and Peace and Conflict Studies online entrance exam you have been enrolled in on the 'Participation tab'.
Clicking on an exam on this tab will take you to the flow page where you can view information such as when the exam is scheduled to start and end.
By clicking on 'Start participation', you will open the (mock) entrance exam. You can only start the flow during the announced periods.

As soon as you click on '*Start the flow'* to start the (mock) entrance exam, you will first have to accept the activation of the Lockdown Browser. If you do not enable the Lockdown Browser, you cannot start the (mock) entrance exam.

The Lockdown Browser will be used for your mock exams and entrance exam, so it is important that you have downloaded and tested the application well in advance of the date of the (mock) entrance exam.

Taking the reference images at the beginning of the mock exam and the entrance exam

Please find detailed information on taking the reference images in *the 'Facial comparison'* section.

When starting the mock exam for the first time you will be asked to take your reference image. All other images and the automatic facial recognition will then be automatically compared with this reference image. Please note that you will also have to take a photo including your official photo ID when clicking on '*Start participation'* on the day of the entrance exam.

Throughout the entrance exam, snapshots will be taken regularly at random intervals during the completion of your assessment via your webcam. These will automatically be compared with the reference image you took at the beginning of the entrance exam.

Following the image capture step, you will be taken to a page that counts down to the beginning of the exam. The exam will begin once the countdown concludes.

13. The (mock) entrance exam environment

In the top right corner, you can see the amount of time that remains for you to complete your exam submission. Here you will also get a confirmation when your answers have been saved (*see image below*).
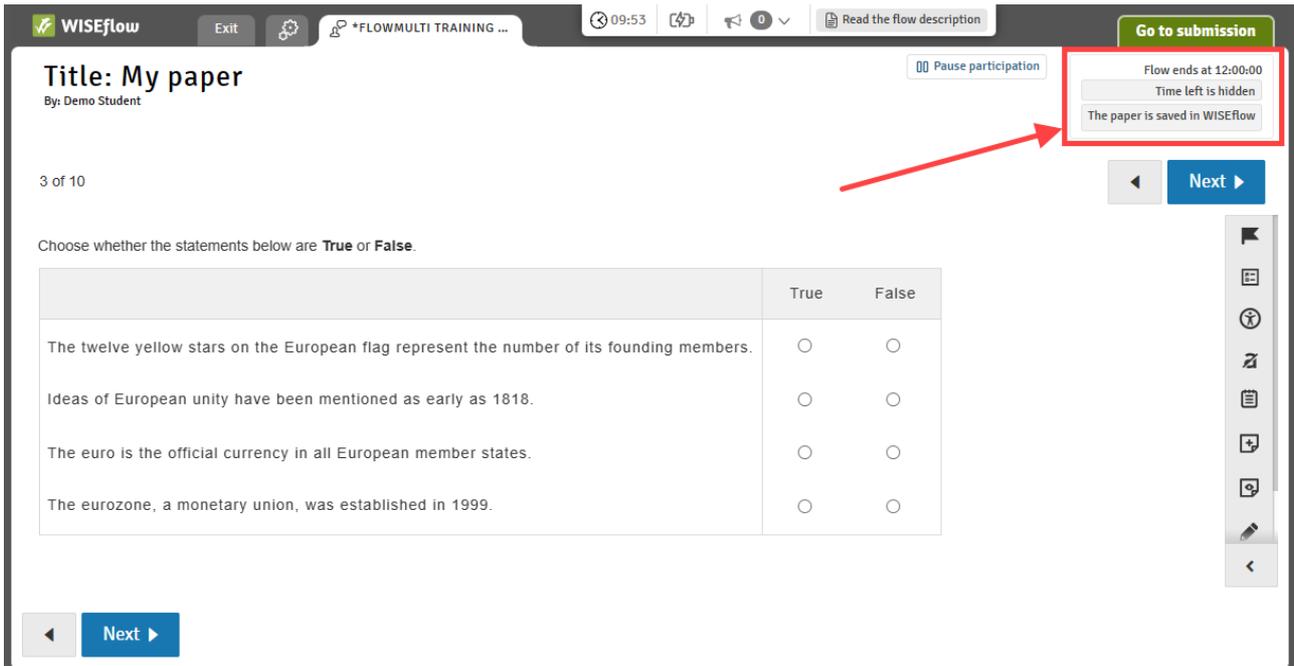
You can go to the next page by clicking '*Next'* in the top right or lower left corner (*see image below*).
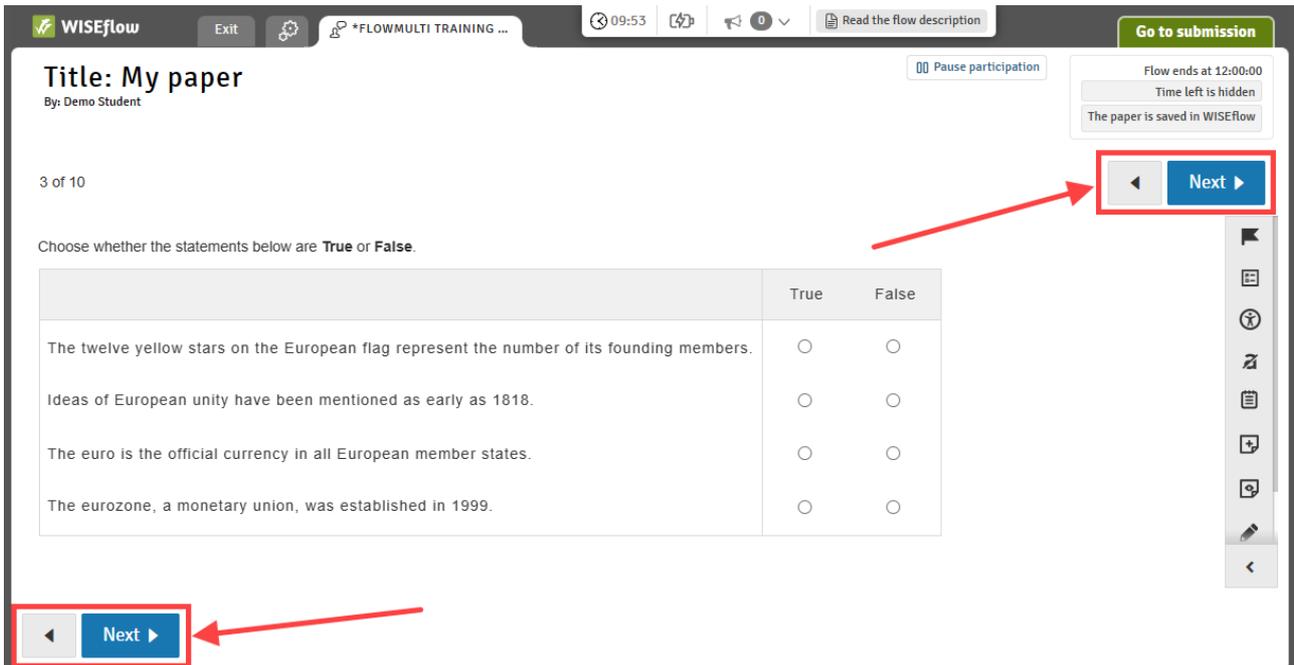
If necessary, you can also zoom in and out in WISEflow. To do so, click on the small info circle in the top menu. This will open the settings window where you have the option to set a zoom level and apply it.

During your exam, you may need to take personal notes and the right-hand side menu has options that you can use to assist you (see image below). You can disallow options in a multiple choice to prevent you from selecting the option you know is wrong. There is a small notepad that you can use throughout the entire

exam and sticky notes that can be added to a particular section. And finally, there is also the option to draw on the section. These tools are visible for you only.

Do not use any other items than your exam device during the exam. All functions you may need will be available in the WISEflow exam tool. Please note: Anyone caught using unauthorized aids or cheating in any way will be excluded from the selection procedure. **We strongly recommend familiarizing yourself with all these functions during the mock exams.**

When you reach the last page, you can review all pages of the exam to see which ones you have answered. You can always navigate to the review screen by clicking 'Overview.'

During the exam, you may be sent important exam related information as messages that appear within the exam environment. Once you have read a message, you need to click '*Close*' to be able to view the exam paper again. You can access any messages that have been received by clicking on the messages area at the top center of the screen.

14. Submitting the exam

Your exam will be automatically submitted when your participation end time has been reached. You will be informed once the submission has been completed and you can then return to the flow page. Automatic submission will only occur in the following circumstances:

- you have an internet connection and are online,
- the latest revision has been saved.

If these conditions are not met, you have to submit your work manually by clicking on the green 'Go to submission' tab at the top right of the screen. More information can be found here.
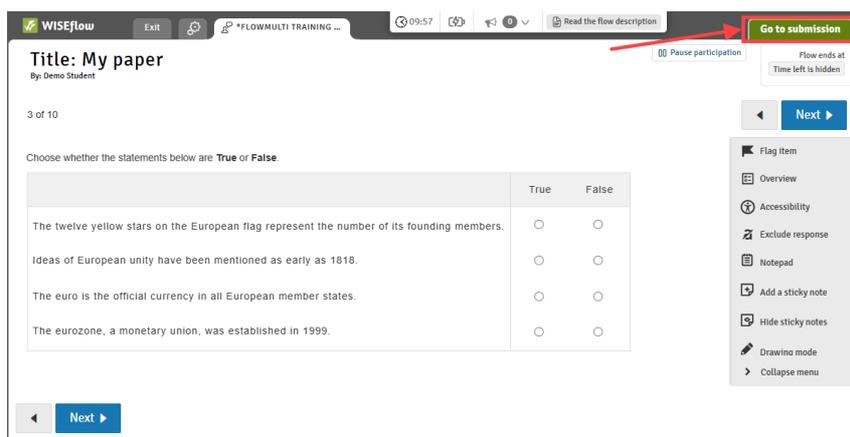
If you want to submit your exam before the end time has been reached you can submit your exam paper by clicking on the green 'Go to submission' tab at the top right of the screen.

This will then display a small window titled '*Submitting'*. Submit your assignment by clicking the '*Submit'* button. You will see a confirmation that the submission has been successful. You can then return to the flow page which will automatically close down the Lockdown Browser.

After having submitted your responses, you can also request a receipt as proof directly on the flow page (*see image above*).

Note: Once you have submitted the entrance exam, you cannot restart it again.

15.Supporting the exam

During the exam, you will be able to contact us using the Wiseflow chat tool. More information will be provided before the exam. You will be able to test the chat tool during the second Mock Exam.

Please note that we will not answer any content-related questions.

Please note that you are solely responsible for ensuring that your device <u>meets all technical requirements</u> for the exam and that you have a <u>stable and reliable internet connection</u> throughout its duration. We cannot provide technical support or assistance in cases where your equipment, software, or internet connection do not meet the necessary standards or fail during the exam. Furthermore, any unforeseen circumstances on your side — including technical issues, power outages, or connectivity problems — are entirely <u>your responsibility</u>. No exceptions can be made in such cases. It is therefore essential that you test your setup in advance and ensure that everything is functioning properly before the exam begins.

Good luck on the exam!